

## 21. Customer Support ACAT Programs

### 21.1 Summary

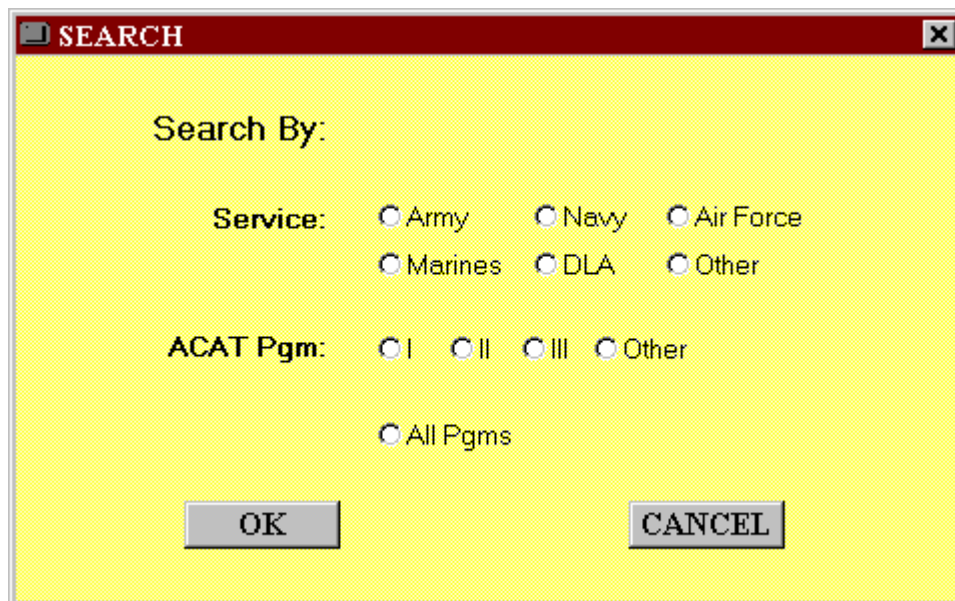
The Customer Support—ACAT Program function consists of six (6) screens. These screens allow **Headquarters personnel** to enter, view and edit information about the contract, the Buying Activity and the survey as well as the involved Contract Administration Office (CAO) Commander, the CAO Point of Contact, the Program Manager, the Program Integrator, the Support Program Integrator, the ACO and the PCO. CAO personnel can view this information, and with **two exceptions** on screen 1 (ACAT Pgm and Program/ Commodity), CAO personnel can edit the information.

When the Customer Support screen 1 opens, you can either select Open or New as explained in Section 6. (**CAO personnel must select Open.**) The procedures for using these options in the Customer Support function are discussed below.

#### Open



If you want to find an existing record to view or edit, select Open by clicking on Open in the drop-down list of File options or on the Open icon. When you do this, the Search window shown in Figure 21.1 pops up on your monitor. This window allows you to search for the record you want to open. Click in the circle in front of the type of Service for the record you want to search for. Then click in the circle for the record's associated ACAT Program (or click in the circle by All Pgrms to display all programs), and then click on **OK**.



SEARCH

Search By:

Service: ☐ Army ☐ Navy ☐ Air Force  
☐ Marines ☐ DLA ☐ Other

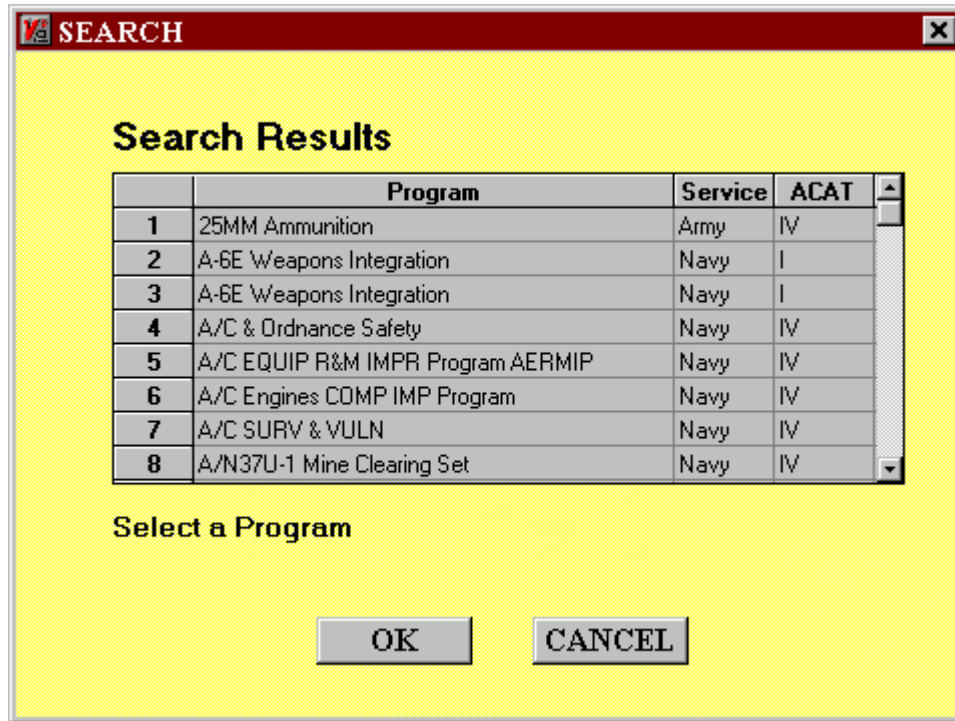
ACAT Pgm: ☐ I ☐ II ☐ III ☐ Other  
☐ All Pgrms

OK CANCEL

Figure 21.1 Customer Support ACAT Program Search Pop-Up Window

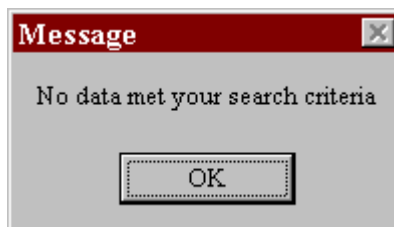
When you click on **OK**, the application searches for the records that meet your search criteria. One of two things will happen as a result of the search: matching records will be found or no matching records will be found. If any matching records are found, they are displayed in a

Search Results window which pops up on your monitor. When this window appears, find and select the record you want, and then click on **OK**. The information associated with the record you selected will then be displayed on your screen.



**Figure 21.2 Search Results Pop-Up Window**

If no records are found, a message window (Figure 21.3) will pop up on your monitor to inform you that “No data met your search criteria.” Click on **OK** to make this window disappear.



**Figure 21.3 No Data...Pop-Up Message**

### New



If you are a Headquarters employee with proper access privileges, you can add a new record by selecting New (click on Open in the drop-down list of File options or on the New icon). When you do this, the cursor appears in the Contract Number data box ready for you to type in your information.

## 21.2 Customer Support—ACAT Program Screen 1

This screen is divided into two sections as shown in Figure 21.4. The top part has nine (9) data elements for information about the contract and the Program Executive Officer (PEO). The bottom portion contains eight (8) data elements for information pertaining to the Procuring Contracting Officer (PCO)/Buying Activity, the Contract Administration Office (CAO), the contractor and any subcontractors. Only Headquarters personnel may enter information in the ACAT Pgm and Program/Commodity data boxes.

*Note: Headquarters personnel can view and edit all information on this screen; CAO personnel can view all information, and can edit all information except ACAT Pgm and Program/Commodity on this screen.*

**Customer Support (Screen 1 of 6)**

File Edit Functions Administration Help

Contract #: 21.2.1.1 Cust. Supt. Team: 21.2.1.2 Service: 21.2.1.3

Program / Commodity: 21.2.1. ACAT Pgm: 21.2.1.4

Program / Commodity Desc: 21.2.1.6 Program \$ Value: 21.2.1.7

Weapon Sys Cd: 21.2.1.8 PEO Title: 21.2.1.9

PCO/Buy Activity: 21.2.1.10 PCO/Buy Activity Name: 21.2.1.11

CAO Code: 21.2.1.12 CAO Name: 21.2.1.13

Contractor: 21.2.1.14 Subcontractor: 21.2.1.15

DCMC Liaison: 21.2.1.16 Liaison Phone: 21.2.1.17

New

**Figure 21.4 Customer Support—ACAT Program Screen1**  
**Note: Numbers in data boxes indicate corresponding section numbers.**

### 21.2.1 Fields for Customer Support—ACAT Program Screen 1

#### Top Section

##### 21.2.1.1 Contract #

Enter the 13- or 17-character (alphanumeric) identifier which uniquely identifies the contract.

**21.2.1.2 Cust. Supt. Team**

This protected data box is automatically populated based on the Username entered during the Log-in procedure.

**21.2.1.3 Service**

Select the Army, Navy, Air Force, Marines, DLA or Other from this drop-down list to indicate the service associated with the contract. This is a required data element.

**21.2.1.4 ACAT Pgm**

Select the appropriate acquisition category for the contract from this drop-down list. The choices are I, II, III and Other. It may be edited by Headquarters personnel only.

**21.2.1.5 Program/Commodity**

Enter the program name (up to 60 alphanumeric characters). This information may be edited by Headquarters personnel only.

**21.2.1.6 Program/Commodity Desc**

Enter the description of the program (up to 60 alphanumeric characters). This is a required data element.

**21.2.1.7 Program \$ Value**

Enter the 12-position, whole-dollar money value of the program. Note: If you enter a value with cents, the value will be rounded to the nearest dollar.

**21.2.1.8 Weapon Sys Cd**

Enter the 4-character (alphanumeric) code that represents the weapon system involved.

**21.2.1.9 PEO Title**

Enter the title (up to 10 alpha characters) of the Program Executive Officer (PEO).

**Bottom Section****21.2.1.10 PCO/Buy Activity**

Enter the 6-character code (DoDAAC) for the Procuring Contracting Officer (PCO)/Buying Activity.

**21.2.1.11 PCO/Buy Activity Name**

This protected data box is automatically populated based on the PCO/Buying Activity code (21.2.1.10).

**21.2.1.12 CAO Code**

This is for the 2-character (alpha) MOCAS code which identifies the Contract Administration Office (CAO). It is a protected data element, automatically populated based on the Username entered during the Log-in procedure.

### 21.2.1.13 CAO Name

This is for the Contract Administration Office (CAO) name (up to 30 alphanumeric characters). It is protected and automatically populated based on the CAO code (21.2.1.12).

### 21.2.1.14 Contractor

Enter the contractor's name (up to 40 alphanumeric characters).

### 21.2.1.15 Subcontractor

This protected data box is automatically populated with the name of subcontractor associated with the support program integrators on Screen 4.

### 21.2.1.16 DCMC Liaison

Select the name of the DCMC liaison from this drop-down list. You can change the name (and save the record) as needed; however, due to a system limitation, the change may not take effect (be visible) until the next time you open the function.

If the name of the liaison is not listed, click on **New** on the bottom left corner of the screen. When you click **New**, a window (Figure 21.5) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address for the new DCMC Liaison, and then click **OK**. The name (and its associated telephone number) is displayed on your screen.

The figure shows a yellow pop-up window titled "Add New DCMC Liaison". Inside the window, there is a form with the following fields and labels:

- Last: 21.2.1.16A
- First: B
- MI: C
- Title: D
- Address: E
- City: F
- ST: G
- Zip: H
- Phone: I
- FAX: J
- E-mail: K

At the bottom of the window, there are two buttons: "OK" and "CANCEL".

Figure 21.5 Add New DCMC Liaison Pop-Up Window

**21.2.1.16A Last:** Enter the last name (up to 15 alpha characters) of the DCMC Liaison.

- 21.2.1.16B First:** Enter the first name (up to 15 alpha characters) of the DCMC Liaison.
- 21.2.1.16C MI:** Enter the first letter of the middle name (middle initial or MI) of the DCMC Liaison.
- 21.2.1.16D Title:** Enter the title (up to 10 alpha characters) of the DCMC Liaison.
- 21.2.1.16E Address:** Enter the address (up to 30 alpha characters) for the DCMC Liaison.
- 21.2.1.16F City:** Enter the city (up to 20 alpha characters) for the DCMC Liaison.
- 21.2.1.16G State:** Enter the two character abbreviation for the DCMC Liaison's state.
- 21.2.1.16H Zip:** Enter the zip code (up to 10 alphanumeric characters) for the DCMC Liaison.
- 21.2.1.16I Phone:** Enter the telephone number (up to 19 alphanumeric characters) of the DCMC Liaison. The number appears exactly as you type it.
- 21.2.1.16J Fax:** Enter the fax number (up to 19 alphanumeric characters) of the DCMC Liaison. The number appears exactly as you type it.
- 21.2.1.16K E-mail:** Enter the Internet e-mail address (up to 60 alphanumeric characters) for the DCMC Liaison.

#### **21.2.1.17 Liaison Phone**

This data box is automatically populated with the telephone number corresponding to the name selected in the DCMC liaison data box (21.2.1.16). If the phone number is not correct, you can change it; however, due to a system limitation, the change may not take effect (be visible) until the next time you open the function.

### 21.3 Customer Support—ACAT Program Screen 2

Screen 2 (Figure 21.6) has eleven (11) data elements concerning the survey.

**Figure 21.6 Customer Support—ACAT Program Screen 2**  
**Note: Numbers in data boxes indicate corresponding section numbers.**

#### 21.3.1 Fields for Customer Support—ACAT Program Screen 2

The unlabeled data box at the top of the screen is automatically populated with the same Program/Commodity description on the previous screen.

##### 21.3.1.1 Date of Survey

Enter the date on which the survey was conducted. The date must be the same as or earlier than the current date (Date of Survey  $\leq$  System Date).

##### 21.3.1.2 Respondent Title

Select the title of the person responding to the survey from this drop-down list. The choices are Program Manager, Deputy Program Manager, Procuring Contracting Officer, Item Manager, Item Manager PCO and Other.

**21.3.1.3 Name of Respondent**

Enter the name (up to 30 alphanumeric characters) of the person responding to the survey. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.4 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the person responding to the survey. The number appears exactly as you type it.

**21.3.1.5 Type of Program**

Indicate the type of program by selecting the circle in front of ACAT, Commodity or Other. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.6 Right Item**

Enter a 2-digit value between 1.0 and 6.0, inclusively, that represents the right item rating. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.7 Right Time**

Enter a 2-digit value between 1.0 and 6.0, inclusively, that represents the right time rating. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.8 Right Price**

Enter a 2-digit value between 1.0 and 6.0, inclusively, that represents the right price rating. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.9 Right Advice**

Enter a 2-digit value between 1.0 and 6.0, inclusively, that represents the right advice rating. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.10 Overall Support**

Enter a 2-digit value between 1.0 and 6.0, inclusively, that represents the overall support rating. This is a required element if you enter Date of Survey (21.3.1.1).

**21.3.1.11 Survey Comments**

Type in any other information concerning the survey.

### 21.4 Customer Support—ACAT Program Screen 3

This screen (Figure 21.7) is divided into two sections. The top section is for information about the Contract Administration Office (CAO) Commander while the bottom is for information about the CAO Point of Contact (POC).

**Customer Support (Screen 3 of 6)**

File Edit Functions Administration Help

**Program/Commodity**

**CAO Commander:**

Last: 21.4.1.1 First: 21.4.1.2 MI: 21.4.1.3 Title: 21.4.1.4

Address: 21.4.1.5

City: 21.4.1.6 ST: 21.4.1.7 Zip: 21.4.1.8

Phone: 21.4.1.9 FAX: 21.4.1.10

E-mail: 21.4.1.11

**CAO POC:**

Last: 21.4.1.12 First: 21.4.1.13 MI: 21.4.1.14 Title: 21.4.1.15

Address: 21.4.1.16

City: 21.4.1.17 ST: 21.4.1.18 Zip: 21.4.1.19

Phone: 21.4.1.20 FAX: 21.4.1.21

E-mail: 21.4.1.22

**Figure 21.7 Customer Support—ACAT Program Screen 3**  
**Note: Numbers in data boxes indicate corresponding section numbers.**

#### 21.4.1 Fields for Customer Support—ACAT Program Screen 3

The unlabeled data box at the top of the screen is automatically populated with the same Program/Commodity description on the previous screen.

#### CAO Commander Section

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the top left side of the screen. If you want to view and/or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

To view or edit the information (after you click the **Edit** button) associated with a name, select the name from the drop-down list of last names. When you select the name, all existing

information associated with the name you selected is displayed in the CAO Commander section of Screen 3 where you can edit (and save) as needed. *Note: Due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

To add a new record, click on the **New** button. When you do, a window (Figure 21.8) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.4.1.1—21.4.1.11 for more information on these data elements.) for the new Contract Administration (CAO) Commander, and then click **OK**. The information you added is displayed on your screen.

The image shows a yellow rectangular pop-up window titled "Information Pop-Up Window". Inside the window, there is a white rectangular box containing the following fields: "Last:" followed by a text input box, "First:" followed by a text input box, "MI:" followed by a small text input box, and "Title:" followed by a text input box. Below these is a single-line "Address:" text input box. Then "City:" followed by a text input box, "ST:" followed by a small text input box, and "Zip:" followed by a text input box. Below these are "Phone:" followed by a text input box and "FAX:" followed by a text input box. At the bottom of the white box is a single-line "E-mail:" text input box. Below the white box, centered, are two buttons: "OK" and "CANCEL".

**Figure 21.8 Information Pop-Up Window**

#### **21.4.1.1 Last**

Select the last name from this drop-down list. *Note: If you are adding a new record on the pop-up window (Figure 21.8), enter the last name (up to 15 alpha characters) of the Contract Administration Office (CAO) Commander.*

#### **21.4.1.2 First**

This data box is for the first name of the Contract Administration Office (CAO) Commander (up to 15 alphanumeric characters).

#### **21.4.1.3 MI**

This data box is for the first letter of the middle name (middle initial or MI) of the Contract Administration Office (CAO) Commander.

**21.4.1.4 Title**

This data box is for the title (abbreviation) of the Contract Administration Office (CAO) Commander (up to 10 alphanumeric characters).

**21.4.1.5 Address**

This data box is for the address for the Contract Administration Office (CAO) Commander (up to 30 alphanumeric characters).

**21.4.1.6 City**

This data box is for the city for the Contract Administration Office (CAO) Commander (up to 20 alphanumeric characters).

**21.4.1.7 ST**

This data box is for the 2-letter state abbreviation for the Contract Administration Office (CAO) Commander.

**21.4.1.8 Zip**

This data box is for the zip code (up to 10 digits) for the Contract Administration Office (CAO) Commander.

**21.4.1.9 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Contract Administration Office (CAO) Commander. The number appears exactly as you type it.

**21.4.1.10 FAX**

Enter the fax number (up to 19 alphanumeric characters) of the Contract Administration Office (CAO) Commander. The number appears exactly as you type it.

**21.4.1.11 E-mail**

This data box is for the Internet e-mail address for the Contract Administration Office (CAO) Commander (up to 60 alphanumeric characters).

**CAO POC Section**

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the bottom left side of the screen. If you want to view and/or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

To view or edit the information (after you click the **Edit** button) associated with a name, select the name from the drop-down list of last names. When you select the name, all existing information associated with the name you selected is displayed in the CAO Commander section of Screen 3 where you can edit (and save) as needed. *Note: Due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

To add a new record, click on the **New** button. When you do, a window (Figure 21.8) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.4.1.12—21.4.1.22 for more information on these data elements.) for the new Contract Administration Office (CAO) Commander, and then click **OK**. The information you added is displayed on your screen.

#### **21.4.1.12 Last**

Select the last name from this drop-down list. *Note: If you are adding a new record on the pop-up window (Figure 21.8), enter the last name (up to 15 alpha characters) of the Contract Administration Office (CAO) Point of Contact (POC).*

#### **21.4.1.13 First**

This data box is for the first name of the Contract Administration Office (CAO) Point of Contact (POC) (up to 15 alphanumeric characters).

#### **21.4.1.14 MI**

This data box is for the first letter of the middle name (middle initial or MI) of the Contract Administration Office (CAO) Point of Contact (POC).

#### **21.4.1.15 Title**

This data box is for the title (abbreviation) of the Contract Administration Office (CAO) Point of Contact (POC) (up to 10 alphanumeric characters).

#### **21.4.1.16 Address**

This data box is for the address for the Contract Administration Office (CAO) Point of Contact (POC) (up to 30 alphanumeric characters).

#### **21.4.1.17 City**

This data box is for the city for *the* Contract Administration Office (CAO) Point of Contact (POC) (up to 20 alphanumeric characters).

#### **21.4.1.18 ST**

This data box is for the 2-letter state abbreviation for the Contract Administration Office (CAO) Point of Contact (POC).

#### **21.4.1.19 Zip**

This data box is for the zip code (up to 10 digits) for the Contract Administration Office (CAO) Point of Contact (POC).

#### **21.4.1.20 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Contract Administration Office (CAO) Point of Contact (POC). The number appears exactly as you type it.

**21.4.1.21 FAX**

Enter the fax number (up to 19 alphanumeric characters) of the Contract Administration Office (CAO) Point of Contact (POC). The number appears exactly as you type it.

**21.4.1.22 E-mail**

This data box is for the Internet e-mail address for the Contract Administration Office (CAO) Point of Contact (POC) (up to 60 alphanumeric characters).

## 21.5 Customer Support—ACAT Program Screen 4

Screen 4 (Figure 21.9) is divided into two sections. The top section is for information about the Program Manager while the bottom is for information about the Program Integrator.

**Customer Support (Screen 4 of 6)**

File Edit Functions Administration Help

**Program/Commodity**

**Program Manager:**

Last: 21.5.1.1 First: 21.5.1.2 MI: 21.5.1.3 Title: 21.5.1.4

Address: 21.5.1.5

City: 21.5.1.6 ST: 21.5.1.7 Zip: 21.5.1.8

Phone: 21.5.1.9 FAX: 21.5.1.10

E-mail: 21.5.1.11

**Program Integrator:**

Last: 21.5.1.1 First: 21.5.1.13 MI: 21.5.1.14 Title: 21.5.1.15

Address: 21.5.1.16

City: 21.5.1.17 ST: 21.5.1.18 Zip: 21.5.1.19

Phone: 21.5.1.2 FAX: 21.5.1.21

E-mail: 21.5.1.22

Figure 21.9 Customer Support—ACAT Program Screen 4

Note: Numbers in data boxes indicate corresponding section numbers.

### 21.5.1 Fields for Customer Support—ACAT Program Screen 4

The unlabeled data box at the top of the screen is automatically populated with the same Program/Commodity description on the previous screen.

#### Program Manager Section

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the top left side of the screen. If you want to view and/or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

To view or edit the information (after you click the **Edit** button) associated with a name, select the name from the drop-down list of last names. When you select the name, all existing information associated with the name you selected is displayed in the Program Manager

section of Screen 3 where you can edit (and save) as needed. *Note: Due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

To add a new record, click on the **New** button. When you do, a window (Figure 21.8) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.5.1.1—21.5.1.11 for more information on these data elements.) for the new Program Manager, and then click **OK**. The information you added is displayed on your screen.

#### **21.5.1.1 Last**

Select the last name from this drop-down list. *Note: If you are adding a new record on the pop-up window (Figure 21.8), enter the last name (up to 15 alpha characters) of the Program Manager.*

#### **21.5.1.2 First**

This data box is for the first name of the Program Manager (up to 15 alphanumeric characters).

#### **21.5.1.3 MI**

This data box is for the first letter of the middle name (middle initial or MI) of the Program Manager.

#### **21.5.1.4 Title**

This data box is for the title (abbreviation) of the Program Manager (up to 10 alphanumeric characters).

#### **21.5.1.5 Address**

This data box is for the address for Program Manager (up to 30 alphanumeric characters).

#### **21.5.1.6 City**

This data box is for the city for the Program Manager (up to 20 alphanumeric characters).

#### **21.5.1.7 ST**

This data box is for the 2-letter state abbreviation for the Program Manager.

#### **21.5.1.8 Zip**

This data box is for the zip code (up to 10 digits) for the Program Manager.

#### **21.5.1.9 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Program Manager. The number appears exactly as you type it.

#### 21.5.1.10 FAX

Enter the fax number (up to 19 alphanumeric characters) of the Program Manager. The number appears exactly as you type it.

#### 21.5.1.11 E-mail

This data box is for the Internet e-mail address for the Program Manager (up to 60 alphanumeric characters).

### **Program Integrator Section**

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the bottom left side of the screen. If you want to view and/or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

To view or edit the information (after you click the **Edit** button) associated with a name, select the name from the drop-down list of last names. When you select the name, all existing information associated with the name you selected is displayed in the Program Integrator section of Screen 3 where you can edit (and save) as needed. *Note: Due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

To add a new record, click on the **New** button. When you do, a window (Figure 21.8) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.5.1.12—21.5.1.22 for more information on these data elements.) for the new Program Integrator, and then click **OK**. The information you added is displayed on your screen.

#### 21.5.1.12 Last

Select the last name from this drop-down list. *Note: If you are adding a new record on the pop-up window (Figure 21.8), enter the last name (up to 15 alpha characters) of the Program Integrator.*

#### 21.5.1.13 First

This data box is for the first name of the Program Integrator (up to 15 alphanumeric characters).

#### 21.5.1.14 MI

This data box is for the first letter of the middle name (middle initial or MI) of the Program Integrator.

#### 21.5.1.15 Title

This data box is for the title (abbreviation) of the Program Integrator (up to 10 alphanumeric characters).

**21.5.1.16 Address**

This data box is for the address for Program Integrator (up to 30 alphanumeric characters).

**21.5.1.17 City**

This data box is for the city for the Program Integrator (up to 20 alphanumeric characters).

**21.5.1.18 ST**

This data box is for the 2-letter state abbreviation for the Program Integrator.

**21.5.1.19 Zip**

This data box is for the zip code (up to 10 digits) for the Program Integrator.

**21.5.1.20 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Program Integrator. The number appears exactly as you type it.

**21.5.1.21 FAX**

Enter the fax number (up to 19 alphanumeric characters) of the Program Integrator. The number appears exactly as you type it.

**21.5.1.22 E-mail**

This data box is for the Internet e-mail address for the Program Integrator (up to 60 alphanumeric characters).

## 21.6 Customer Support—ACAT Program Screen 5

Screen 5 (Figure 21.10) is divided into two sections. The top is for information about Support Program Integrators while the bottom is for information about the Administrative Contracting Officer (ACO).

**Customer Support (Screen 5 of 6)**

File Edit Functions Administration Help

Program/Commodity

**Support Program Integrator:**

Row	SUBCONTRACTOR	LAST NAME
1	21.6.1.1-21.6.1.2	
2		
3		

**ACO:** Last: 21.6.1.13 First: 21.6.1.14 MI: 21.6.1.15 Title: 21.6.1.16

Address: 21.6.1.17

City: 21.6.1.18 ST: 21.6.1.19 Zip: 21.6.1.20

Phone: 21.6.1.21 FAX: 21.6.1.22

E-mail: 21.6.1.23

**Figure 21.10 Customer Support—ACAT Program Screen 5**  
**Note:** Numbers in data boxes indicate corresponding section numbers.

### 21.6.1 Fields for Customer Support—ACAT Program Screen 5

The unlabeled data box at the top of the screen is automatically populated with the same Program/Commodity description on the previous screen.

#### **Support Program Integrator Section**

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the top left side of the screen. If you want to view or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

When you click the Edit button next to a row already containing Support Program Integrator information, the data boxes become editable. To edit existing information (after you click the

**Edit** button to the left), move the cursor, by Tabbing or clicking, to the data box with the information that you want to change. Then make the necessary changes. *Note: You may have to use the horizontal scroll bar to view additional data boxes and the vertical scroll bar if there are more than three Support Program Integrators.*

If you want to select a Support Program Integrator for a new Subcontractor, you must first click on the **Edit** button next to the first available (empty) row. This activates the Last Name field so that you can use the drop-down list of names. After you select the appropriate name, the information associated with the name appears in the corresponding data boxes. Use the scroll bars as needed to view existing information. *Note: You can edit this information; however, due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

If you want to add a new record, click the **New** button. When you do, a window (Figure 21.11) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.5.1.12—21.5.1.22 for more information on these data elements.) for the new Program Integrator, and then click **OK**. The information you added is displayed on your screen. Repeat this procedure for adding up to 257 Program Integrators.

The image shows a pop-up window for adding a new Support Program Integrator. The window has a yellow background and a blue border. Inside, there is a form with the following fields and labels:

- Last: 21.6.1.2
- First: 21.6.1.3
- MI: 21.6.1.4
- Title: 21.6.1.5
- Address: 21.6.1.6
- City: 21.6.1.7
- ST: 21.6.1.8
- Phone: 21.6.1.10
- FAX: 21.6.1.11
- E-mail: 21.6.1.12

At the bottom of the window, there are two buttons: OK and CANCEL.

**Figure 21.11 Add New Support Program Integrator Pop-Up Window**

### **21.6.1.1 Subcontractor**

Enter the name (up to 30 alphanumeric characters) of each subcontractor, one subcontractor per row.

**21.6.1.2 Last Name**

Enter the last name (up to 15 alpha characters) of the Support Program Integrator.

**21.6.1.3 First Name**

Enter the first name (up to 15 alpha characters) of the Support Program Integrator.

**21.6.1.4 MI**

Enter the first letter of the middle name (middle initial or MI) of the Support Program Integrator.

**21.6.1.5 Title**

Enter the title (up to 10 alpha characters) of the Support Program Integrator.

**21.6.1.6 Address**

Enter the address (up to 30 alpha characters) for the Support Program Integrator.

**21.6.1.7 City**

Enter the city (up to 20 alpha characters) for the Support Program Integrator.

**21.6.1.8 State**

Enter the two character abbreviation for the Support Program Integrator's state.

**21.6.1.9 Zip**

Enter the zip code (up to 10 alphanumeric characters) for the Support Program Integrator.

**21.6.1.10 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Support Program Integrator. The number appears exactly as you type it.

**21.6.1.11 Fax**

Enter the fax number (up to 19 alphanumeric characters) of the Support Program Integrator. The number appears exactly as you type it.

**21.6.1.12 E-mail**

Enter the Internet e-mail address (up to 60 alphanumeric characters) for the Support Program Integrator.

**ACO Section**

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the bottom left side of the screen. If you want to view and/or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

To view or edit the information (after you click the **Edit** button) associated with a name, select the name from the drop-down list of last names. When you select the name, all existing information associated with the name you selected is displayed in the Administrative Contracting Officer (ACO) section of Screen 3 where you can edit (and save) as needed.

*Note: Due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

To add a new record, click on the **New** button. When you do, a window (Figure 21.8) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.5.1.12—21.5.1.22 for more information on these data elements.) for the new Administrative Contracting Officer (ACO), and then click **OK**. The information you added is displayed on your screen.

#### **21.6.1.13 Last**

Select the last name from this drop-down list. *Note: If you are adding a new record on the pop-up window (Figure 21.8), enter the last name (up to 15 alpha characters) of the Administrative Contracting Officer (ACO).*

#### **21.6.1.14 First**

This data box is for the first name of the Administrative Contracting Officer (ACO) (up to 15 alphanumeric characters).

#### **21.6.1.15 MI**

This data box is for the first letter of the middle name (middle initial or MI) of the Administrative Contracting Officer (ACO).

#### **21.6.1.16 Title**

This data box is for the title (abbreviation) of the Administrative Contracting Officer (ACO) (up to 10 alphanumeric characters).

#### **21.6.1.17 Address**

This data box is for the address for Administrative Contracting Officer (ACO) (up to 30 alphanumeric characters).

#### **21.6.1.18 City**

This data box is for the city for the Administrative Contracting Officer (ACO) (up to 20 alphanumeric characters).

#### **21.6.1.19 ST**

This data box is for the 2-letter state abbreviation for the Administrative Contracting Officer (ACO).

#### **21.6.1.20 Zip**

This data box is for the zip code (up to 10 digits) for the Administrative Contracting Officer (ACO).

**21.6.1.21 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Administrative Contracting Officer (ACO). The number appears exactly as you type it.

**21.6.1.22 FAX**

Enter the fax number (up to 19 alphanumeric characters) of the Administrative Contracting Officer (ACO). The number appears exactly as you type it.

**21.6.1.23 E-mail**

This data box is for the Internet e-mail address for the Administrative Contracting Officer (ACO) (up to 60 alphanumeric characters).

## 21.7 Customer Support—ACAT Program Screen 6

The top part of Screen 6 (Figure 21.12) contains eleven (11) data elements for information about the Program Executive Officer (PEO). The bottom of the screen is for additional information about the program.

**Figure 21.12 Customer Support—ACAT Program Screen 6**  
**Note: Numbers in data boxes indicate corresponding section numbers.**

### 21.7.1 Fields for Customer Support—ACAT Program Screen 6

The unlabeled data box at the top of the screen is automatically populated with the same Program/Commodity description on the previous screen.

#### **Program Executive Officer Section**

The first thing you must do in this section is click on either the **Edit** button or the **New** button on the top left side of the screen. If you want to view and/or edit an existing record (name and the information associated with it), click **Edit**. If you want to add a new record, click **New**.

To view or edit the information (after you click the **Edit** button) associated with a name, select the name from the drop-down list of last names. When you select the name, all existing

information associated with the name you selected is displayed in the Program Executive Officer (PEO) section of Screen 3 where you can edit (and save) as needed. *Note: Due to a system limitation, the change may not take effect (be visible) until the next time you open the function.*

To add a new record, click on the **New** button. When you do, a window (Figure 21.8) pops up on your monitor. Use this window to enter the name, title, address, phone number, fax number and e-mail address (See Sections 21.5.1.1—21.5.1.11 for more information on these data elements.) for the new Program Executive Officer (PEO), and then click **OK**. The information you added is displayed on your screen.

#### **21.7.1.1 Last**

Select the last name from this drop-down list. *Note: If you are adding a new record on the pop-up window (Figure 21.8), enter the last name (up to 15 alpha characters) of the Program Executive Officer (PEO).*

#### **21.7.1.2 First**

This data box is for the first name of the Program Executive Officer (PEO) (up to 15 alphanumeric characters).

#### **21.7.1.3 MI**

This data box is for the first letter of the middle name (middle initial or MI) of the Program Executive Officer (PEO).

#### **21.7.1.4 Title**

This data box is for the title (abbreviation) of the Program Executive Officer (PEO) (up to 10 alphanumeric characters).

#### **21.7.1.5 Address**

This data box is for the address for Program Executive Officer (PEO) (up to 30 alphanumeric characters).

#### **21.7.1.6 City**

This data box is for the city for the Program Executive Officer (PEO) (up to 20 alphanumeric characters).

#### **21.7.1.7 ST**

This data box is for the 2-letter state abbreviation for the Program Executive Officer (PEO).

#### **21.7.1.8 Zip**

This data box is for the zip code (up to 10 digits) for the Program Executive Officer (PEO).

#### **21.7.1.9 Phone**

Enter the telephone number (up to 19 alphanumeric characters) of the Program Executive Officer (PEO). The number appears exactly as you type it.

**21.7.1.10 FAX**

Enter the fax number (up to 19 alphanumeric characters) of the Program Executive Officer (PEO). The number appears exactly as you type it.

**21.7.1.11 E-mail**

This data box is for the Internet e-mail address for the Program Executive Officer (PEO) (up to 60 alphanumeric characters).

**21.7.1.12 Program Notes**

Type in any additional information pertinent to the program.